BSNL share in private mobile operators

713. SHRI GIREESH KUMAR SANGHI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the details of the steps taken by Government to compete with the private mobile phone operators;

(b) what is the share of the BSNL and that of other private operators; and

(c) the steps proposed to be taken to increase the income and to attract more customers?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Bharat Sanchar Nigam Limited (BSNL) has taken the following steps to compete with private mobile operators:—

(i) Effective marketing through TV/Radio-Magazine/Newspapers to communicate about the features and advantages of services offered by BSNL.

(ii) Memorandum of Understandings (MoUs) have been signed with various corporate customers like Indian Oil Corporation (IOC), National Thermal Power Corporation (NTPC) etc.

(iii) Franchise network and customer service centres have been strengthened to provide effective services to the customers.

(b) BSNL started its cellular mobile services in October, 2002. As on 31.10.2004 the share of BSNL is around 23% and the share of other cellular mobile service providers is 77%.

(c) The following steps are being taken by BSNL to increase the income and to attract more customers:—

(i) Extensive expansion plans have been prepared and accordingly purchase orders for 12 million lines network capacity have been placed.

(ii) New value added services like General Packet Radio Service (GPRS), Multi- media Messaging Service (MMS), Enhanced Data

Rate for Global Evolution (EDGE) Push to Talk (PTT) service etc. are being deployed progressively in the cellular mobile network.

Agency to monitor deficient phone service

714. SHRI TARIQ ANWAR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government propose to set up an independent agency to look into rising number of complaints of deficient phone service; and

(b) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) No, Sir. There is no such proposal. However the Government has its own public grievance redressal mechanism to monitor the complaints.

(b) Does not arise in view of (a) above.

Development of cyber forensic software

715. SHRI RAMA MUNI REDDY SIRIGIREDDY: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that Government in technical co-operation with C.D.A.C. is developing cyber forensic software since June, 2002;

(b) if so, the details of software tools that have been developed by C.D.A.C. for Government;

(c) whether these software tools also help in analyzing cyber crimes; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir. Under a technology development project supported by the Department of Information Technology, Ministry of Communication and Information technology, C-DAC (Centre for Development of Advanced Computing) has been developing cyber forensic tool kits since June, 2002.